

I.M.P.A.C. CARD INQUIRY NEWS

Cardholder Procedures

Before you call U.S. Bank Customer Service with questions about your account's status, please have the following information at hand.

- Your own account number.
- Your single purchase limit (SPL), or the name of your Designated Billing Office (DBO), Billing Official (BO), or Approving Official (AO).

If you do not know this information, your Agency/Organization Program Coordinator (A/OPC) can provide it.

Customer Service requires this to ensure your account's confidentiality. If you do not provide the requested information, Customer Service cannot answer your inquiry.

Billing Official Procedures

Before you call U.S. Bank Customer Service with questions about your account's status, please have the following information at hand.

- Your own Designated Billing Office (DBO), Billing Official (BO), or Approving Official (AO) account number.
- Your own cycle or quarter spending limit, or the name of your Agency/Organization Program Coordinator (A/OPC).

Customer Service requires this to ensure your account's confidentiality. If you do not provide the requested information, Customer Service cannot answer your inquiry.

Decline and Referral

U.S. Bank has many safeguards to ensure the security of Purchase, Travel, and Fleet Cards. Here are two that are often asked about.

Decline. This may occur when a transaction will exceed the single purchase limit or go over your total monthly spending limit.

Referral. This may be triggered when a transaction is outside your authorized purchase parameters (e.g., a merchant not on the preferred supplier list). Also, if there are too many transactions conducted or dollars spent in one day.

A referral will result in a call to U.S. Bank Customer Service requesting authorization to proceed.



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ALL CARDHOLDER DATA IS CONFIDENTIAL

Purchase, Travel, and Fleet Card data is confidential.

U.S. Bank Customer Service will not disclose any financial information to a person who lacks proper authorization.

This commitment to privacy is why you are asked to provide specific information when you call Customer Service. This is the only way U.S. Bank representatives can know you're authorized to receive this confidential information.

All of us at U.S. Bank are working to find ways to balance your need for flexibility and ease of use with our responsibility to guard the privacy of financial data. Your cooperation with these efforts is appreciated.

CUSTOMER SERVICE CONTACTS

*Purchasing Card (GPP)
800-227-6736 or 701-461-2020*

*Purchasing Card (CPP)
888-994-6722 or 701-461-2232*

*Travel Card
888-994-6722 or 701-461-2232*

*Fleet Card
888-785-1735*



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